From: Licensing [mailto:DSS_LICENSING@LISTSERV.COV.VIRGINIA.GOV] On Behalf Of Williams,

Edwina (VDSS)

Sent: Monday, January 05, 2015 2:34 PM

To: DSS_Licensing

Subject: Spring 2015 DSS/VCU Training Announcement

Importance: High

This file is being sent to assisted living facility and adult day care providers from the Virginia Department of Social Services Email Distribution Service.

Please do not reply to this email.

Good Afternoon,

Please find attached a training announcement for the **SPRING 2015 Training Series** offered by the Department of Social Services and the Virginia Commonwealth University Department of Gerontology. You may also view the brochure on-line at:

http://www.sahp.vcu.edu/gerontology/professional/socialservices.html.

Please pay attention to the information regarding training registration as registration and payment for the class is required 10 business days before the training date. If payment is not received 10 business days before the class, the registration will be canceled. Additionally, if an adequate number of class registrations are not received we reserve the right to cancel the class. Please register early for the classes, as the spaces fill up quickly. Also, you may now pay for the training with a credit card.

Additionally, please pay close attention to the location for the training that you chose to attend. We have changed several of the training cites to better accommodate our participants.

Annette S. Kelley, M.S.; C.S.A.C.
Provider Training Consultant
Virginia Department of Social Services
Division of Licensing Programs
WyteStone Bldg.
801 East Main Street
Richmond, VA 23219
annette.kelley@dss.virginia.gov
804-726-7632

"Enthusiasm is the yeast that makes your hopes shine to the stars. Enthusiasm is the sparkle in your eyes, the swing in your gait, the irresistible surge of will and energy to execute your ideas."

Henry Ford

SCROLL DOWN TO VIEW ATTACHMENT



School of Allied | Gero

Gerontology

OPEN IMMEDIATELY!

Registration Materials Enclosed

Spring 2015

Programs for Caregivers Working in Virginia's Licensed Assisted Living Facilities and Adult Day Care Centers

Courses:

- Individualized Service Plan: Meeting Resident/Participant Needs
- Activities for the Cognitively Impaired: Part II
- Mental Health Part II: Psychosis and Substance Abuse
- Emergency Preparedness



Gerontology

VIRGINIA COMMONWEALTH UNIVERSIT

A Program for Caregivers Working in Virginia's Licensed Assisted Living Facilities and Adult Day Care Centers

Topic

Individualized Service Plan:
Meeting Resident/Participant Needs

Who Should Attend?

This program is for professional caregivers working in Assisted Living and Adult Day Care settings. This course is designed for those who are new to the facility or newly responsible for creating ISPs. This course is not designed to be a refresher course.

Objectives

At the end of this training, participants will be able to:

- Identify the Virginia licensing standards related to individualized service plans.
- Discuss the purpose of the uniform assessment instrument.
- Discuss the importance of the individualized service plan.
- Discuss the importance of interdisciplinary assessment of residents.
- Interpret assessments to determine resident needs.
- Develop and use goal-oriented individualized service plans.

About the Trainers

Trainers for this seminar are Gerontologists, Registered Nurses, educators and/or consultants who specialize in the care of older adults.

Please Note

Registrations MUST BE received at the Department of Gerontology 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate of attendance will not be available at the training, but will be mailed at a later date. If payment is not received 10 business days prior to the training date, your name will be taken off of the roster.

Certificates of attendance will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.

CEU's are available at the training for a \$10 processing fee

ATTENTION

It is recommended but not required that anyone attending ISP training first complete the UAI training in order to enhance what will be learned in the ISP training. Instructions for the Knowledge Center can be found on the DSS website.



Gerontology

VIRGINIA COMMONWEALTH UNIVERSIT

TOPIC: Individualized Service Plan: Meeting Resident/Participant Needs

Dates and Locations

ABINGDON: Thursday, February 26, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Southwest Virginia Higher Education Center Virginia Highlands Community College Campus One Partnership Circle, Room 130 Abingdon, VA 24210 RICHMOND^{WE}: Tuesday, February 10, 2015
 SIGN IN: 8:30 ● WORKSHOP: 9-4

Westerre Conference Center 3831 Westerre Parkway Henrico, VA 23233

FAIRFAX: Thursday, February 05, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-3:30

Fairfax County Government Center 12000 Government Center Parkway Conference Room 2-3 Fairfax, VA 22035

**Note: New Site

• SALEM: Thursday, February 12, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Salem Civic Center Parlor A 1001 Roanoke Boulevard Salem, VA 24153

HAMPTON: Tuesday, February 24, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Hilton Garden Inn 1999 Power Plant Parkway Hampton, VA 23666 • VA BEACH: Tuesday, February 03, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

VA Department of Social Services, Eastern Regional Office 291 Independence Blvd Pembroke 4, Suite 300 Virginia Beach, VA 23462
**Note: New Site

• RICHMOND^{EE}: Wednesday, February 25, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Trinity Family Life Center Solomon's Court 3601 Dill Road Richmond, VA 23222 • WOODSTOCK: Wednesday, February 18, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Hampton Inn & Suites 1150 Motel Drive Woodstock, VA 22664

Directions are available online at: http://www.sahp.vcu.edu/gerontology/professional/socialservices.html

Certificates will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.



Gerontology

VIRGINIA COMMONWEALTH UNIVERSIT

TOPIC: Individualized Service Plan: Meeting Resident/Participant Needs

Payment and Registration Instructions

ONLINE PAYMENT AND REGISTRATION

To pay by credit card and register online go to: training.vcu.edu and search using "gerontology" as the sponsor (select from drop down menu)

OR

SEND REGISTRATION FORM TO:

BY MAIL:

VCU Department of Gerontology Individualized Service Plan PO Box 980228 Richmond, VA 23298

BY FAX: 804-828-5259

MAKE CHECK OR MONEY ORDER PAYABLE TO:

VIRGINIA COMMONWEALTH UNIVERSITY

WE LOOK FORWARD TO SEEING YOU!

Certificates will NOT be provided for late arrivals or early departures.

Please Note

- Do not include payment for CEUs
- Refunds will NOT be provided unless the session is cancelled by the VCU Department of Gerontology.
- Registration must be received 10 business days
 prior to the training date. If registering less than
 10 days prior to the training, a certificate will not
 be available at the training, but will be mailed at a
 later date.
- If payment is not received <u>10 business days</u> prior to the training date, your name will be taken off of the roster.
- It is strongly recommended that all attendees complete the <u>UAI training</u> in the Knowledge Center prior to attending.

Instructions for accessing the Knowledge Center can be found on the DSS website: <u>dss.virginia.gov</u>

Name (Attach list of necessary)	nail:		
Facility Name and Address		NUMBER	PRICE
	☐ Feb 26 Abingdon	X	\$15.00
	☐ Feb 05 Fairfax	X	\$15.00
Work Phone: Home Phone:	☐ Feb 24 Hampton	X	\$15.00
	☐ Feb 25 Richmond ^{EE}	X	\$15.00
are you employed by a licensed ALF or ADCC? YES NO	☐ Feb 10 Richmond ^{WE}	X	\$15.00
Make check or money order payable to: VIRGINIA COMMONWEALTH UNIVERSITY	☐ Feb 12 Salem	X	\$15.00
	☐ Feb 03 VA Beach	X	\$15.00
	☐ Feb 18 Woodstock	x	\$15.00



Gerontology

VIRGINIA COMMONWEALTH UNIVERSIT

A Program for Caregivers Working in Virginia's Licensed Assisted Living Facilities and Adult Day Care Centers

Topic

Activities for the Cognitively Impaired: Part II

Who Should Attend?

This program is for professional caregivers working in Assisted Living and Adult Day Care settings.

Objectives

At the end of this training, participants will be able to:

- Define "activity" as it is discussed in the workshop.
- Discuss types of information needed in an activity assessment.
- Name 4 characteristics of effective activities.
- Discuss ways to elevate an activity program.
- Develop 2 meaningful and appropriate activities given a scenario or assessment.

About the Trainers

Trainers for this seminar are Gerontologists, Registered Nurses, educators and/or consultants who specialize in the care of older adults.

Please Note

Registrations MUST BE received at the Department of Gerontology 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate of attendance will not be available at the training, but will be mailed at a later date. If payment is not received 10 business days prior to the training date, your name will be taken off of the roster.

Certificates of attendance will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.

CEU's are available at the training for a \$10 processing fee (checks ONLY).



Gerontology

VIRGINIA COMMONWEALTH UNIVERSITY

TOPIC: Activities for the Cognitively Impaired: Part II

Dates and Locations

ABINGDON: Thursday, March 19, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Southwest Virginia Higher Education Center Virginia Highlands Community College Campus One Partnership Circle, Room 130 Abingdon, VA 24210 RICHMOND^{WE}: Tuesday, March 31, 2015
 SIGN IN: 8:30 ● WORKSHOP: 9-4

Westerre Conference Center 3831 Westerre Parkway Henrico, VA 23233

FAIRFAX: Thursday, March 05, 2015
 SIGN IN: 8:30 ● WORKSHOP: 9-3:30

Fairfax County Government Center
12000 Government Center Parkway
Conference Room 2-3
**Note: New Site
Fairfax, VA 22035

SALEM: Tuesday, March 24, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Salem Civic Center Parlor A 1001 Roanoke Boulevard Salem, VA 24153

HAMPTON: Thursday, March 12, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Hilton Garden Inn 1999 Power Plant Parkway Hampton, VA 23666 VA BEACH: Tuesday, March 03, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

VA Department of Social Services, Eastern Regional Office 291 Independence Blvd Pembroke 4, Suite 300 Virginia Beach, VA 23462
**Note: New Site

• RICHMOND^{EE}: Wednesday, March 18, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4 Trinity Family Life Center

Solomon's Court 3601 Dill Road Richmond, VA 23222 • WOODSTOCK: Thursday, March 05, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Hampton Inn & Suites 1150 Motel Drive Woodstock, VA 22664

Directions are available online at: http://www.sahp.vcu.edu/gerontology/professional/socialservices.html

Certificates will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.



Gerontology

VIRGINIA COMMONWEALTH UNIVERSITY

TOPIC: Activities for the Cognitively Impaired: Part I

Payment and Registration Instructions

ONLINE PAYMENT AND REGISTRATION

To pay by credit card and register online go to: training.vcu.edu and search using "gerontology" as the sponsor (select from drop down menu)

OR

SEND REGISTRATION FORM TO:

BY MAIL:

VCU Department of Gerontology Activities: Part II PO Box 980228 Richmond, VA 23298

BY FAX: 804-828-5259

MAKE CHECK OR MONEY ORDER PAYABLE TO:

VIRGINIA COMMONWEALTH UNIVERSITY

WE LOOK FORWARD TO SEEING YOU!

Certificates will NOT be provided for late arrivals or early departures.

Please Note

- Do not include payment for CEUs
- Refunds will NOT be provided unless the session is cancelled by the VCU Department of Gerontology.
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- If payment is not received 10 business days prior to the training date, your name will be taken off of the roster.

Certificates will NOT be provided for late arrivals or early departures.

Name (Attach list of necessary)	Email:			
Facility Name and Address			NUMBER	PRIC
		March 19 Abingdon	X	\$15.0
.		March 05 Fairfax	X	\$15.0
Work Phone: Home Phone:		March 12 Hampton	X	\$15.0
		March 18 Richmond ^{EE}	X	\$15.0
e you employed by a licensed ALF or ADCC? YES NO		March 31 Richmond ^{WE}	X	\$15.0
		March 24 Salem	X	\$15.0
Make check or money order payable to: VIRGINIA COMMONWEALTH UNIVERSITY		March 03 VA Beach	x	\$15.0
		March 05 Woodstock	X	\$15.0



Gerontology

VIRGINIA COMMONWEALTH UNIVERSITY

A Program for Caregivers Working in Virginia's Licensed Assisted Living Facilities and Adult Day Care Centers

Topic

Mental Health Part II: Psychosis and Substance Abuse

Who Should Attend?

This program is for professional caregivers working in Assisted Living and Adult Day Care settings.

Objectives

At the end of this training, participants will be able to:

- Review the different types of psychosis, including the manifestations of psychotic symptoms in younger adults and older adults.
- Review medical causes of psychosis to include dementia, mood related, generalized medical conditions, delirium, schizophrenia, and schizoaffective disorder.
- Discuss the possible strategies/interventions when working with psychotic adults.
- Discuss alcohol use patterns including risk factors, signs, and complications of misuse and abuse.
- Discuss alcohol induced persistent dementia.
- Review prevalence of illicit drug use among older adults.
- Discuss medication misuse & abuse.

About the Trainers

Trainers for this seminar are Gerontologists, Registered Nurses, educators and/or consultants who specialize in the care of older adults.

Please Note

Registrations MUST BE received at the Department of Gerontology 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate of attendance will not be available at the training, but will be mailed at a later date. If payment is not received 10 business days prior to the training date, your name will be taken off of the roster.

Certificates of attendance will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.

CEU's are available at the training for a \$10 processing fee (checks ONLY).



Gerontology

VIRGINIA COMMONWEALTH UNIVERSITY

TOPIC: Mental Health in Older Adults Part II: Psychosis and Substance Abuse

Dates and Locations

ABINGDON: Thursday, April 02, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Southwest Virginia Higher Education Center Virginia Highlands Community College Campus One Partnership Circle, Room 130 Abingdon, VA 24210

FAIRFAX: Wednesday, April 01, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-3:30

Fairfax County Government Center
12000 Government Center Parkway
Conference Room 4-5
Fairfax, VA 22035
**Note: New Site

HAMPTON: Wednesday, April 08, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Hilton Garden Inn 1999 Power Plant Parkway Hampton, VA 23666

RICHMOND^{EE}: Thursday, April 09, 2015
 SIGN IN: 8:30 ● WORKSHOP: 9-4
 Trinity Family Life Center
 Solomon's Court
 3601 Dill Road
 Richmond, VA 23222

• RICHMOND^{WE}: Thursday, April 23, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Westerre Conference Center 3831 Westerre Parkway Henrico, VA 23233

SALEM: Tuesday, April 14, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Salem Civic Center Parlor A 1001 Roanoke Boulevard Salem, VA 24153

• VA BEACH: Wednesday, April 29, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

VA Department of Social Services, Eastern Regional Office 291 Independence Blvd Pembroke 4, Suite 300 Virginia Beach, VA 23462
**Note: New Site

• WOODSTOCK: Tuesday, April 21, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Hampton Inn & Suites 1150 Motel Drive Woodstock, VA 22664

Directions are available online at: http://www.sahp.vcu.edu/gerontology/professional/socialservices.html

Certificates will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.



Gerontology

TOPIC: Mental Health Part II: Psychosis and Substance Abuse

Payment and Registration Instructions

ONLINE PAYMENT AND REGISTRATION

To pay by credit card and register online go to: training.vcu.edu and search using "gerontology" as the sponsor (select from drop down menu)

OR

SEND REGISTRATION FORM TO:

BY MAIL:

VCU Department of Gerontology Mental Health: Part II PO Box 980228 Richmond, VA 23298

BY FAX: 804-828-5259

MAKE CHECK OR MONEY ORDER PAYABLE TO:

VIRGINIA COMMONWEALTH UNIVERSITY

WE LOOK FORWARD TO SEEING YOU!

Certificates will NOT be provided for late arrivals or early departures.

Please Note

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Certificates will NOT be provided for late arrivals or early departures.

Name (Attach list of necessary) En	nail:		
Facility Name and Address		NUMBER	PRICE
	☐ April 02 Abingdon	X	\$15.00
	☐ April 01 Fairfax	X	\$15.00
Work Phone: Home Phone:	☐ April 08 Hampton	X	\$15.00
	☐ April 09 Richmond ^{EE}	X	\$15.00
Are you employed by a licensed ALF or ADCC? YES NO	☐ April 23 Richmond ^{WE}	X	\$15.00
Make check or money order payable to: VIRGINIA COMMONWEALTH UNIVERSITY	☐ April 14 Salem	X	\$15.00
	☐ April 29 VA Beach	X	\$15.00
	☐ April 21 Woodstock	X	\$15.00



Gerontology

VIRGINIA COMMONWEALTH UNIVERSI

A Program for Caregivers Working in Virginia's Licensed Assisted Living Facilities and Adult Day Care Centers

Topic

Emergency Preparedness

Who Should Attend?

This program is for professional caregivers working in Assisted Living and Adult Day Care settings.

Objectives

At the end of this training, participants will be able to:

- Explore possible emergency scenarios.
- Develop an awareness of challenges posed by different emergency situations.
- Present potential measures to meet these challenges.
- Review physical & mental challenges posed by ALF residents.
- Practice developing emergency plans to meet ALF standards.

About the Trainers

Trainers for this seminar are Gerontologists, Registered Nurses, educators and/or consultants who specialize in the care of older adults.

Please Note

Registrations MUST BE received at the Department of Gerontology 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate of attendance will not be available at the training, but will be mailed at a later date. If payment is not received 10 business days prior to the training date, your name will be taken off of the roster.

Certificates of attendance will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.

CEU's are available at the training for a \$10 processing fee (checks ONLY).

Gerontology

TOPIC: Emergency Preparedness

Dates and Locations

VIRGINIA COMMONWEALTH

ABINGDON: Wednesday, May 27, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Southwest Virginia Higher Education Center Virginia Highlands Community College Campus One Partnership Circle, Room 130 Abingdon, VA 24210

FAIRFAX: Tuesday, May 12, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-3:30

Fairfax County Government Center
12000 Government Center Parkway
Conference Room 4-5
Fairfax, VA 22035
**Note: New Site

HAMPTON: Tuesday, May 19, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Hilton Garden Inn 1999 Power Plant Parkway Hampton, VA 23666

RICHMOND^{EE}: Thursday, May 21, 2015
 SIGN IN: 8:30 ● WORKSHOP: 9-4
 Trinity Family Life Center
 Solomon's Court
 3601 Dill Road
 Richmond, VA 23222

RICHMOND^{WB}: Wednesday, May 13, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Westerre Conference Center 3831 Westerre Parkway Henrico, VA 23233

SALEM: Thursday, May 28, 2015
 SIGN IN: 8:30 • WORKSHOP: 9-4

Salem Civic Center Parlor A 1001 Roanoke Boulevard Salem, VA 24153

• VA BEACH: Thursday, May 14, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

VA Department of Social Services, Eastern Regional Office 291 Independence Blvd Pembroke 4, Suite 300 Virginia Beach, VA 23462
**Note: New Site

• WOODSTOCK: Wednesday, May 06, 2015 SIGN IN: 8:30 • WORKSHOP: 9-4

Hampton Inn & Suites 1150 Motel Drive Woodstock, VA 22664

Directions are available online at: http://www.sahp.vcu.edu/gerontology/professional/socialservices.html

Certificates will NOT be provided for late arrivals or early departures.

A light breakfast will be provided.



Gerontology

TOPIC: Emergency Preparedness

Payment and Registration Instructions

ONLINE PAYMENT AND REGISTRATION

To pay by credit card and register online go to: training.vcu.edu and search using "gerontology" as the sponsor (select from drop down menu)

OR

SEND REGISTRATION FORM TO:

BY MAIL:

VCU Department of Gerontology Emergency Preparedness PO Box 980228 Richmond, VA 23298

BY FAX: 804-828-5259

MAKE CHECK OR MONEY ORDER PAYABLE TO:

VIRGINIA COMMONWEALTH UNIVERSITY

WE LOOK FORWARD TO SEEING YOU!

Certificates will NOT be provided for late arrivals or early departures.

Please Note

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- Refunds will NOT be provided unless the session is cancelled by the VCU Department of Gerontology.
- Registration must be received 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate will not be available at the training, but will be mailed at a later date.
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TOPIC: Emergency Preparedness				
Name (Attach list of necessary)	Email:			
Facility Name and Address			NUMBER	PRICE
		May 27 Abingdon	X	\$15.00
		May 12 Fairfax	X	\$15.00
Work Phone: Home Phone:		May 19 Hampton	X	\$15.00
		May 21 Richmond ^{EE}	X	\$15.00
re you employed by a licensed ALF or ADCC? YES NO		May 13 Richmond ^{WE}	X	\$15.00
Make check or money order payable to: VIRGINIA COMMONWEALTH UNIVERSITY		May 28 Salem	X	\$15.00
		May 14 VA Beach	X	\$15.00
		May 06 Woodstock	X	\$15.00



Gerontology

VIRGINIA COMMONWEALTH UNIVERSITY

Continuing Education Credits

CONTINUING EDUCATION UNITS: This course meets the criteria of Virginia Commonwealth University, a SACS-accredited school. 0.6 Continuing Education Units (CEUs) will be awarded by transcript and recorded by Virginia Commonwealth University. There is a \$10 processing fee.

Each site will have the appropriate forms available for continuing education credit the day of the training. Mail the completed form and processing fee to the VCU Department of Gerontology, P.O. Box 980228, Richmond, VA 23298. The deadline for requesting CEUs is two weeks after the last training date.

To access your CEU Transcript, visit www.ceu.vcu.edu and enter your name, date of birth, city, and state exactly as it appears on the registration form. You will also need the event number, which is located on each CEU application form. Please allow 3-4 weeks after the end of the event before processing your online transcript request.

Attendees will no longer need to apply for NAB credits for trainings offered by the VCU Department of Gerontology through the support of DSS as additional documentation of attendance is not required. These trainings meet 18VAC95-30-70 B of the Regulations Governing the Practice of Assisted Living Facility Administrators: "In order for continuing education to be approved by the board [LTCA], it [training] shall be related to the domains of practice for residential care/assisted living and approved or offered by NAB, an accredited educational institution, or a governmental agency."

Please maintain original copies of your Certificate of Attendance as it is your responsibility to maintain records of your continuing education for licensing. For additional information, please contact the Virginia Board of Long Term Care Administrators at (804) 367-4595.

Online application and advance payment of CEUs will now be accepted during online registration for each training course. Upon registering for a training, you will be asked to select if you want to receive CEU credit for the course. A \$10 processing fee will be added to your total. You must complete the online CEU application form during registration. Refunds will not be given for no-show attendance. If you have any questions, please email agingstudies@vcu.edu

Please Note: Registrations must be received at the Department of Gerontology 10 business days prior to the training date. If registering less than 10 days prior to the training, a certificate will not be available at the training, but will be mailed at a later date.

Virginia Commonwealth University is committed to a policy of equal opportunity in education without regard to race, creed, gender, national origin, age, or handicap.